



THE ESPLANADE HOTEL

The Esplanade Loyalty Programme

At The Esplanade, we believe in rewarding loyalty _ that's why we have launched our loyalty card programme.



This Loyalty card entitles you to all the rewards offered to the programme. Rewards subject to change.

* Preferential seating in restaurant (booking essential)

* Happy hour prices at all times per individual member (except for private functions)

* Updates on events

FIRST NAME _____

LAST NAME _____

EMAIL _____

MOBILE _____

POSTAL ADDRESS _____

BIRTHDATE _____

GENDER M/F

CARD NUMBER _____

I accept the terms and conditions (over page)

Signature _____

I opt out of Loyalty programme emails.

The Esplanade, 1 Victoria Rd, Devonport, Auckland 0624 www.esplanadehotel.co.nz



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The Esplanade Loyalty Programme is owned and operated by Knollig Associates Ltd (trading as The Esplanade Hotel) and its licensees, nominees or appointees (collectively referred to as the 'Manager').

Purchases made at the Esplanade Hotel entitle Members to a range of discounts and rewards to be decided and offered from time to time at the Manager's discretion in accordance to these 'terms and conditions' (the Terms). Loyalty rewards are not transferrable and non-assignable.

It doesn't cost anything to become a Loyalty Member of the Esplanade, however you do have to be over 18 years of age. When you become a Loyalty Member or when you use your Loyalty card, you agree to the terms. The manager may alter these Terms from time to time and without notice.

To become a Loyalty Member of The Esplanade you can either sign up at www.esplanadehotel.co.nz, on The Esplanade Facebook page or in person at The Esplanade. Once signed up, Loyalty Members can start enjoying the benefits of the Loyalty scheme.

All personal details and profile information given to The Esplanade must be accurate and not misleading. It is up to individual members to update their information should it change and to ensure that all personal details are up to date at all times.

The Manager may terminate membership of the Esplanade Loyalty scheme at anytime with reasonable cause. Incorrect information, or abuse of privileges are examples of reasons for termination of membership.

The Esplanade will issue each member with a Loyalty Card. Loyalty cards remain the property of The Esplanade at all times and must not be copied or reproduced in any way.

Loyalty cards must be produced when claiming a discount or at any time when reasonably requested by the Manager.

Loyalty cards must be returned any time when reasonably requested by the Manager.

Lost or stolen cards must be reported to the Manager as soon as possible. If this occurs then the old Loyalty card will be cancelled and a replacement card issued.

The cards do not accrue points and are used for discounts and rewards only upon being shown at the time of purchase and encashment.

No discounts will be available without the production of the card.

And alleged inconsistencies will be reported to the manager who will endeavour to resolve any dispute. The Manager's decision is final.

All Loyalty Cards automatically expire at the end of 12 months and a new application must be made.

The Esplanade Loyalty programme is designed to respect members' privacy and has policies in place to use data gained from members.

On registration, members agree that the information they have provided can be used by The Esplanade to deliver information related to the improvement of services, new offerings and specials of The Esplanade, the promotion of The Esplanade Loyalty programme or any other promotion relating to The Esplanade.

Email communication can be opted out as stated in the Direct Marketing Code of Practice and the Unsolicited Electronic Messages Act.

Members are entitled to all the provisions of the Privacy Act including requesting a copy of their details on file.

The Esplanade will not sell nor pass on any member's information to any other company or business or organisation (unless required to by law). The system may also collect non-personalised information on any website visits. This information is only used to measure website activity and to develop ideas to improve the website and the Loyalty programme.